GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:4432
ANSWERED ON:22.08.2001
CLIENT`S CHARTER
PRABHUNATH SINGH;V. SAROJA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Client`s Charter has been formulated;

(b) if so, the details thereof; and

(c) if not, the time by which it is likely to be finalised and published?

Answer

THE MINISTER OF STATE OF THE DEPARTMENT OF DISINVESTMENT AND THE MINISTER OF STATE IN THE MINIS PLANNING, MINISTER OF STATE IN THE MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION, MINIST STATE IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTI PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS. (SHRI ARUN SHOURIE)

(a): Yes Sir.

(b): The Client`s Charter formulated by the Department of Administrative Reforms and Public Grievances contains the following information:-

(i) Vision and Mission of the Department;

(ii) Details of the clients that the Department is catering to;

(iii) Details of various services that are being provided to these clients and other activities of the Department; and

(iv) Expectations from these clients as also the names and addresses of officers to be contacted for redressal of grievances.

(c): Does not arise.